

Office of the Deaf & Hard of Hearing

Community Review

SUMMER 2009
Volume 6, Number 3

Washington State Department of Social and Health Services



New Washington Relay Website

The Office of the Deaf and Hard of Hearing (ODHH) is pleased to announce the release of the new updated Washington Relay website. Our updated Washington Relay website has been redesigned with a fresh new look and has updated information about our latest products and services. Additionally, our updated Washington Relay website provides access to the consumer complaint form, the database profile form, and contact information to ensure that Washington relay customers are appropriately served and satisfied with the current service features. To view the updated Washington Relay website, it is at: www.washingtonrelay.com

If you have questions, contact Steve Peck at:

E-mail: askwashingtonrelay@dshs.wa.gov
VP: 360-339-7382
V/TTY: 800-422-7930



Message from the Director

Hope you are enjoying the wonderful summer weather! I just got back from a wonderful weekend camping trip at Lake Chelan with 20+ families of deaf/hearing parents with deaf/hearing children and it was nice to have a short break without thinking about work or home. A friend said to me, "You look very relaxed!"

Since the Spring 2009 newsletter edition, there has been positive news and changes within DSHS. May and June were very busy and crazy in finalizing

new contracts and forms with the Regional Service Centers of the Deaf and Hard of Hearing and providers of sign language interpreter services and telecommunication equipment distribution trainers for the deaf-blind. The exciting news is that, a new telecommunication device for the deaf-blind developed by Humanware and funded by ODHH, known as the "DeafBlind Communicator" has finally been released and is readily available. A "News Release" sent to various television stations and newspapers has created a lot of positive publicity. There have been articles in the Olympia, Spokane and Seattle local newspapers. Colleen Rozmaryn, Assistive Communication Technology received a Colleen Cook Memorial award from the Washington State Deaf Blind Citizens for her efforts to see this dream become a reality. This is a proud milestone in maintaining ODHH leadership in telecommunications.

Susan Dreyfus from Wisconsin has been appointed as the new DSHS Secretary. After she was sworn into office by Governor Gregoire she gave an inspiring speech. The following week she joined the ODHH staff meeting for introductions. She accepted my invitation to join me and a few staff to an ODHH town hall meeting in Spokane as opportunity to hear from the community about their issues. I had a follow-up meeting with her and she challenged me to do more ~ pursue collaborative partnerships within DSHS and other state agencies and to educate legislators about ODHH and the needs of the deaf, hard of hearing and deaf-blind communities. It was very exciting to observe her genuine interest in the plight of the people we serve.

Whenever there is new DSHS leadership, I always anticipate changes to DSHS organizational structure. In the past, I

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Eric Raff,
ODHH Director

Office of the Governor Christine Gregoire

DSHS Secretary Susan N. Dreyfus

DSHS Chief of Staff Tracy Guerin

ODHH Eric Raff, Director

Robert Lichtenberg, Assistant Director

Ryan Bondroff, IRA Program Manager

Jennifer Chowning, Program Support

Brian Clark, IT Network Specialist

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Lucas Doelman, Office Assistant

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Emily Hill, SLIM Program Manager

Jeannie Kay, Customer Service Representative

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Patricia Moed, Program Support

Lien Ngo-Tran, Fiscal Officer

Rena Patch, Executive Assistant

Steve Peck, TRS Program Manager

Kelly Robison, TED Program Manager

Colleen Rozmaryn, ACT Program Manager

Meet Secretary Susan N. Dreyfus

Susan N. Dreyfus is DSHS Secretary, appointed by the Governor and a member of the Governor's Executive Cabinet.

A Wisconsin resident for the past 33 years, Susan, 51, was executive vice president for strategy with Rogers Behavioral Health System, Inc., the largest non-profit behavioral health provider in Wisconsin, serving children and adults from across the nation, before becoming DSHS Secretary May 18, 2009. Prior to joining Rogers in 2007, Susan served for five years as senior vice president and chief operating officer of the National Alliance for Children and Families and Families International. With the Alliance, Susan consulted with nonprofit human service agencies across the country on a range of governance, organizational and program areas, including child welfare practice, system design and management, contracting, policy, and state and federal financing.



"Washington is known as an innovative state, and this is the time to look for opportunities to be more efficient and effective."

In 1996, Susan was appointed administrator of the Division of Children and Family Services within the Wisconsin Department of Health and Family Services under Gov. Tommy G. Thompson. For nearly seven years she led this office responsible for child welfare, regulation and licensing of child care facilities, youth development and other community programs. In this role, Susan successfully led many state reform efforts in child welfare.

"Throughout my career, I have been committed to improving the lives of vulnerable children and adults and their families," Susan says.

"Washington is known for its commitment to human services. We now need to work together in even stronger alliances with shared responsibility to ensure our programs and funding are being delivered as effectively as possible for the future."

Susan is married with three adult children. She earned a bachelor's degree in business administration from the University of Wisconsin - Green Bay and attended the Program for Senior Executives in State and Local Government at Harvard University's John F. Kennedy School of Government.

Tracy Guerin is the new DSHS Chief of Staff. Tracy brings with her 25 years of experience in Washington state government, including several key management positions. She is coming to DSHS from the Department of Information Services where she has served as Deputy Director for the past four years. Her new role as Chief of Staff replaces the previous Deputy Secretary position.

Tracy is a graduate of The Evergreen State College and has completed leadership training at Harvard and Duke. Prior to DIS, she held management positions with the Department of Corrections and the Secretary of State.



DSHS leads the nation in life-changing technology with DeafBlind Communicator

A telecommunication device is making a profound impact on the lives of deaf-blind people, thanks largely to the efforts of the Office of Deaf and Hard of Hearing, part of the Department of Social and Health Services.

The agency teamed with manufacturer HumanWare to design and manufacture the device trademarked as the DeafBlind Communicator to enable Washington residents who are legally both deaf and blind to communicate with greater independence. The device offers users unprecedented access to make telephone calls as well as engage people in two-way face-to-face conversations, anywhere they go.

Internationally, the disability community heralds the DeafBlind Communicator for its unprecedented portability and ease of use. Users say it's the first truly portable and user-friendly telecommunication equipment for the deaf-blind.



In a unique collaboration of government and business, the Office of Deaf and Hard of Hearing and Human Ware developed the technology with direct input from the consumers. "Input from deaf-blind users who tested prototypes of the product had a direct impact at every stage of development. Instead of presenting a device to clients and saying 'now you have to make it work' we designed this around their ideas and needs," said Eric Raff, director of the Office of Deaf and Hard of Hearing.

Now other states, governments, businesses and agencies internationally who serve the deaf-blind are following Washington's lead and making the life-changing telecommunication equipment available for their clients.

How the DeafBlind Communicator works

For face-to-face conversations, the deaf-blind person hands the separate smaller device with a text display and keyboard to the person they want to communicate with.

A retractable tether is attached. With one click, the deaf-blind person who is operating the other half of the device sends the following opening message; "Hi, I'm blind and I can't hear. To communicate with me, type a message on this keyboard and press (the return arrow)."

This message is both spoken through speakers and displayed on the text screen. The person who is deaf-blind can read the response via a display with Braille characters. Both parties can then communicate back and forth.

At one fast food restaurant the employee taking orders looked momentarily puzzled when the DeafBlind Communicator was put on the counter. He quickly called co-workers over and soon all wanted to take a turn at communicating with the deaf-blind woman

and wanted to take her order. This is a marked difference with other situations where the deaf-blind person only has a card with written words to present to a counter person and little possibility of interaction. A person who is deaf-blind would often be ignored in these situations only because there was no clear option for communication.

People who were approached randomly in tests all reported that they had never had any kind of contact with a deaf-blind person before and all reported that they would stop again if approached by a person with the device. With widespread familiarity with keyboards and text messaging, most said they had no difficulty operating the face-to-face device. All who participated said they "felt good" about the interaction.

The DeafBlind Communicator can receive incoming telephone calls and make outgoing calls. In telephone communications the device converts text into Braille characters. People who are deaf-blind can make or receive calls with other deaf or deaf-blind people directly, as well as with hearing people through the Telecommunication Relay Service, also known in our state as Washington Relay. Deaf-blind users confirmed that the device gives them added confidence and independence, especially when traveling, working or doing errands without a tactile American Sign Language interpreter.

The cost and the benefits for users and the community

The DeafBlind Communicator is available free or on a sliding fee scale based on income to eligible people in our state. As a result of the Office of Deaf and Hard of Hearing's major role in the research and design of the product the agency is getting a reduction of two thousand dollars below the usual \$8,000 retail cost per device.

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resource corner

FCC Fact Sheet on Ten-Digit Numbering (TDN) requirements

The FCC's Disability Rights Office recently published a new fact sheet for Video Relay and IP Relay service users containing Frequently Asked Questions on the FCC's new ten-digit numbering requirements for VRS and IP Relay. The FAQs remind VRS and IP Relay users to register their locations and obtain ten-digit numbers by November 12, 2009, and provide practical information about placing VRS and IP Relay calls after registering, keeping video devices after changing preferred providers, and keeping toll-free numbers.

To view the FAQs, go to:

www.fcc.gov/cgb/consumerfacts/tendigit-faqs.pdf



Be Ready for the Upcoming Flu Season

By Bob Lichtenberg, Assistant Director

This is probably the reader's first thought: "What? A swine flu alert in the summer? Why?"

It was mine when I recently came across information from a workgroup that I have been involved in for the past 3 years, the DSHS Emergency Management Advisory Committee*. The Department of Health has issued several online alerts regarding the swine flu and has alerted state agencies to be prepared. Not too soon thereafter, I learned that over 250 Americans have died since the swine flu came into our country in April. That fact alone prompts me to share with our readers information in a recent newsletter from Seattle-King County Department of Public Health. Here is important information related to swine flu from the newsletter:

The WHO's (World Health Organization) announcement of a global pandemic confirms what we anticipated: H1N1 flu, commonly known as swine flu, continues to spread widely around the world. For weeks we have been intensively planning and preparing for the anticipated return of the virus in the fall and we will continue on that path.

That means we're continuing to closely monitor disease trends in King County. H1N1 flu is still circulating in our community, but the level of illness appears to be decreasing, with fewer reports of flu-like illness from hospitals and schools. H1N1 virus has caused a disproportionate number of cases and hospitalizations in younger people, with 57% of the cases nationally among people aged 5-25 years of age. 41% of the hospitalizations are also among this age group.

The severity of the H1N1 virus has not changed here in King County or anywhere around the world. The WHO's declaration of a pandemic (phase 6) is based on geographic spread of the influenza virus, not on the severity of the illness.

It's important to note that although H1N1 activity is decreasing in King County as we enter the summer, we anticipate significantly more widespread outbreaks this fall and winter. This may include the potential for an increased number of illnesses and deaths in younger persons than during a typical flu season. Since this is a new virus strain, we know that many people will not have immunity to H1N1 flu.

This is a critical time to prepare for whatever the flu might bring in the fall.

- Public Health is collaborating with health care, schools and other community partners to be ready.
- Individuals and families must also prepare, including taking steps now to plan for possible school closures (such as setting up alternative child care and finding ways to work from home) and absences from work.
- Businesses and organizations must also be ready to cope with a reduced work force if many become ill or need to stay at home.

In the coming months, we encourage you to continue to prepare at home, school and work, and to check Public Health's website for updated information: www.kingcounty.gov/health/H1N1.

Other informational resources mentioned in the newsletter are:

The National Resource Center on Advancing Emergency Preparedness for Culturally Diverse Communities' Topic of the Month: Undocumented Immigrants, Non-U.S. Citizens, and Disasters, www.diversitypreparedness.org/Topic-of-the-Month/89/

- **H1N1 (swine flu) Fact Sheets**, in multiple languages, provided by the Washington State Department of Health <http://www.doh.wa.gov/swineflu/default.htm>
- **For up-to-date information on H1N1** visit the **Centers for Disease Control and Prevention's website** at <http://www.cdc.gov/h1n1flu/>
- **Emergency & Community Health Outreach (ECHO)** provides a wealth of emergency preparedness information for limited English Proficient populations in the languages they understand best <http://www.echominnesota.org/index.cfm/p/alertDetail/alertID/6/>
- **The Association of Asian Pacific Community Health Organizations (AAPCHO)** is a national association representing community health centers dedicated to promoting advocacy, collaboration and leadership that improves the health status and access of serving Asian Americans, Native Hawaiians and other Pacific Islanders <http://www.aapcho.org/site/aapcho/section.php?id=11357>

Here is a list of short video clips explaining about Swine Flu in ASL and/or captioning format – please share with other people:

National Center for the Deaf Health Research - <http://www.urmc.rochester.edu/ncdhr/information/swine-flu.cfm>

Swine Flu (Captioned) <http://www.youtube.com/watch?v=g5t1r7yG7rM&feature=featured>

In this video, Dr. Joe Bresee with the CDC Influenza Division describes swine flu - its signs and symptoms, how it's transmitted, medicines to treat it, steps people can take to protect themselves from it, and what people should do if they become ill.

"What you should know about a flu pandemic (2006)" http://www.health.gov.on.ca/english/public/program/pubhealth/flu/panflu/flu_pandemic_asl.html

Hand Washing <http://www.healthinfotranslations.org/video.php?id=817085>

A service of the U.S. National Library of Medicine and the National Institutes of Health, Bethesda, MD

Videos prepared by Mount Carmel Health, The Ohio State University Medical Center and OhioHealth, Columbus, OH.

Footnote: *As our faithful readers will recall, ODHH has devoted a number of newsletter issues to the topic of personal emergency preparedness and how to locate or receive disaster response services from local county emergency management agencies such as the Red Cross, local shelters, and public safety service providers. The Statewide Emergency Management Plan that is overseen by the Washington Military Department and Statewide Emergency Management Division has made DSHS responsible for ensuring that persons with disabilities are served properly through the State's disaster response and recovery actions. Recall that many people with disabilities experienced needless harm and injury after Hurricane Katrina.)

Washington State Department of Services for the Blind

Don Alvashere
Assistant Director Program Services

The Department of Services for the Blind (DSB) assists blind and visually impaired individuals achieve "inclusion, independence, and economic vitality."

The primary way we accomplish this mission is by assisting our customers gain employment, retain employment, or advance in their job. DSB is a public vocational rehabilitation agency designated to work with individuals with visual disabilities through the federal

Our staff works with customers to overcome their disability related barriers to employment.

Rehabilitation Act. Our staff works with customers to overcome their disability related barriers to employment.

We are very excited about the last state fiscal year (July 1, 2008 to June 30, 2009). We had 142 competitive employment outcomes in an integrated setting with an average hourly wage of \$17.92 and an average of 31 hours a week.

DSB also provides services to individuals who are not interested in employment through our Independent Living (IL) program. Services provided through the IL program are focused on improving levels of independence within their home and community. One component of our Independent Living program is focused on blind and visually impaired children and provides services to those children and their families to enable the children to achieve their highest potential. This part of our program offers support and consultation services regarding developmental and educational programs to ensure that appropriate educational services are received and developmental needs are met.

If you or someone you know has a visual disability and could benefit from our services, please call our statewide toll free number (800) 552-7103.

DSHS Recognizes ODHH Staff Members' Years of Faithful Service with the State of Washington!

Emily Hill 11/23/2003 5 years
Program Manager, Sign Language Interpreter Management

Kelly Robison 2/1/1994 15 years
Program Manager, Telecommunication Equipment Distribution

Stand Up, Be Counted!

3 Reasons Your Participation in the 2010 Census Matters

1. Every year more than \$300 billion in federal funds are awarded to states and communities based on census data. That's more than \$3 trillion over a 10-year period.
2. Census data affect your voice in Congress by determining how many seats each state will have in the U.S. House of Representatives.
3. Census data guide local decision-makers in important community planning efforts, including where to build new roads, hospitals and schools.

IT'S IN OUR HANDS



United States
**Census
2010**
www.2010census.gov

Warning from King County Emergency Management: “Be Prepared for Fall Flooding in the Green River Valley Area”

By Bob Lichtenberg

Some readers may be aware from recent news releases of potential Fall flooding in the Renton, Tukwila, Auburn, and Kent areas due to geologic problems affecting the Howard Hanson Dam, which is located near Black Diamond and drains into the Green River. Here are key excerpts from a July 9th Seattle Times article written by Times staff writer Keith Ervin:

“South King County cities have been warning residents of the flood risk and plan to step up their efforts as the rainy season approaches. An estimated 15,000 homes and thousands of businesses are in flood-prone areas.”

Tukwila Public Works Director Jim Morrow, who is incident commander for the flood-response planning by the four cities and the county, said evacuation plans are being coordinated among the cities, the State Patrol and the state Department of Transportation.

“The city of Tukwila did not want to be sending people south when the city of Kent was sending people north,” Morrow said.

King County Emergency Management Director Robin Friedman told the Regional Planning Committee on Wednesday the county will declare an emergency as early as possible in the event of a flood to bring in federal and state help as fast as possible.

The county’s Emergency Warning Center announced Wednesday it would monitor water flow from the dam rather

than river levels at Auburn — a change that will provide the Green River cities seven hours’ warning of rising water.”

ODHH will be actively working with King County officials to discuss how persons with hearing loss will have access to information at the soonest possible opportunity so they can evacuate safely from any flooding affecting their areas. An ongoing partnership developed by Donna Platt, E-911 Program Manager at HSDC, and the Red Cross will be a valuable resource to bring timely information to affected residents.

It helps to know if you live in a flood prone area. King County has identified the following area zip codes to be possibly affected by the Dam situation:

98001, 98002, 98030, 98031, 98032, 98055, 98057, 98092, and 98188

To find out more information about your potential risk, call the King County flood inquiry telephone line number: 206-296-6606

All people living in the areas at risk are encouraged to link to the following website for more information: **Preparedness Information for King County residents:**
http://www.kingcounty.gov/safety/prepare/FloodPlan_GRiverBasin.aspx

Save the Date!

**Friday
November 13, 2009**

**“ODHH Symposium:
Past, Present and Future”**

**DSHS Headquarters
Olympia, WA**

**Look for details later on the
website and distribution lists!**

Message from the Director
(continued from page 1)

reported to Blake Chard, Deputy Secretary who is no longer with DSHS. I want to thank Blake for his four years of dedicated support in making ODHH's growth possible. The Deputy Secretary position has been changed to a “Chief of Staff” position and a Tracy Guerin, a 25-year veteran of state government service has been appointed. She reminds me a lot of Susan. The good news is that ODHH will continue to have access to DSHS executive management and I will report to Tracy Guerin, Chief of Staff. The best news is that I anticipate continued DSHS support that ODHH needs to succeed in what we do to better serve you!

ODHH has been serving you since 1979, when one position, “Statewide Coordinator of the Deaf” was first created. Today, ODHH has 17 employees and 6 programs. I would like to invite our stakeholders and communities to join us in a celebration of ODHH 30th year anniversary. Look for announcements on our website and various email distribution lists.

**An estimated 15,000 homes and thousands
of businesses are in flood-prone areas.**



TED Demo Sites Now Available!

By Kelly Robison

I'm very excited to announce the opening of new TED Demo Sites! The Telecommunication Equipment Distribution (TED) Program provides telephone equipment to people who are deaf, hard of hearing, late-deafened, and deaf-blind so that they may access and use the telephone independently.

Until now, potential clients didn't have a place where they could "test drive" any of the phones to see if they would meet their needs or to help them feel confident that they were requesting the most appropriate equipment. Available for people to try are two amplified telephones, a voice-carry over phone, CapTel Captioned Telephone and a Teletypewriter (TTY) as well as two ring signaling devices.

As of July 15, 2009, there are two sites available with a third on the way. Currently, clients can visit the following centers to test TED Program equipment:

Hearing, Speech and Deafness Center (HSDC) North

114 W. Magnolia Street, Suite 106

Bellingham, WA 98225

Voice: (360) 647-0910

TTY: (360) 647-8508

Video Phone IP Address: bellingham.hsdn.org

Video Phone IP Address: 216.57.220.22

Email: bellingham@hsdc.org

Website: www.hsdn.org

South Eastern Washington Service Center of the Deaf and Hard of Hearing (SEWSCDHH) Pasco

124 N 5th Avenue

Pasco, WA 99301

Voice: (509) 543-9644 Toll Free (888) 543-6598

TTY: (509) 543-9649 Toll Free (888) 543-6598

Video Phone IP Address: 65.103.154.99

Email: info@sewsdhh.org

Website: www.sewsdhh.org

Once the Southwest Washington Service Center of the Deaf and Hard of Hearing (SWSCDHH) moves to their permanent location later this year, we will set up a demo site in their facility as well. When that happens, we'll be sure to make an announcement.

For more TED Program information, visit our website at <http://www1.dshs.wa.gov/hrsa/odhh/ted.shtml>

DSHS leads the nation in life-changing technology with DeafBlind Communicator (continued from page 3)

At focus group sessions, prototype users said that having the Deaf-Blind Communicator would be "life-changing." Deaf-blind product testers broke into broad smiles, shared laughter, and exchanged hugs with their peers and social services staff during trial runs of the device.

When Director Raff and Program Manager Colleen Rozmaryn of the Office of Deaf and Hard of Hearing saw the expressions of delight and immediate sense of empowerment that filled the room during test and training sessions they knew it was worth the years of effort to complete the project to benefit their clients. "Access to assistive technology for those who require it is not a convenience; it is essential to independence and employment for our clients," Raff said.

For most people who are deaf-blind in North America, tactile American Sign Language is their first language. They communicate by touching letters and words in the hands of another person who knows tactile American Sign Language. An interpreter is needed for deaf-blind individuals to have conversations with hearing people who cannot sign.

It is financially and otherwise impractical for most people who are both deaf and blind to have the services of a qualified interpreter around the clock. While the DeafBlind Communicator cannot replace an interpreter, it does open doors to direct communications in employment, business and social situations that the majority population takes for granted.

The Office of Deaf and Hard of Hearing expect to distribute the first order of 35 devices this month. Free training will be provided for all deaf-blind users.

For people who are deaf-blind, a device that connects with the entire community adds to a better quality of life. For the general population, it offers the opportunity to interact with a vital group of people who have been isolated from society. With the aid of cutting-edge technology and communities that embrace diversity, the DeafBlind Communicator will be a tool that will give them a voice in the mainstream.

"All too often people who are deaf-blind are simply ignored and isolated by the greater public because of a perceived inability to communicate. Everyone loses out when one group is isolated from the community at large. People who are deaf-blind have so much to contribute and we are all poorer for not including them in the conversation," Rozmaryn says. "The DeafBlind Communicator is one more open door to communication. I think some people may be surprised by the accomplishments, the sense of humor and the worldliness of these individuals despite this isolation. This is going to start some great conversations and new relationships."

The history of Tele-Braille devices and why ODHH became involved in the DBC design

"Tele-Braille" was the first product that could incorporate Braille text from Tele-type Text Telephones (TTY) designed for the deaf to visually read text displays. Released in the 1980's it was a major breakthrough in accessing the telephone for the deaf-blind. Tele-Braille was cutting edge technology when first put on the market more than 25 years ago. But it was heavy and limited to home use with few major upgrades since its initial impact. It became outdated in the mid 1990s and the sole manufacturer at the time has since disbanded. The devices then sold for around \$6,000 each.

Like an old computer or car, the cost of upkeep became impractical or impossible, as parts wore out and devices were quickly failing beyond repair. Still, the Tele-Braille device remained a vital door to telecommunication for its deaf-blind clients, and the Office of Deaf and Hard of Hearing continued to patch up the much-needed machines while an alternative was sought.

It is part of the ODHH's core mission to provide resources that enable its clients to have equal access and effective communication. When no company stepped up to offer an improved Tele-Braille device the Office of Deaf and Hard of Hearing mounted an international search to find a manufacturer to partner with. Their efforts lead them to assistive technology manufacturer specializing in products for the blind, HumanWare.

Court Sign Language Interpreting Standards

By Emily Hill

The Office of the Deaf and Hard of Hearing has teamed up with the Administrative Office of the Courts (AOC) to develop some exciting new standards in court interpreting! ODHH and AOC have built a team of individuals with representatives from the Deaf and interpreting communities, court staff, and judges. We are meeting from July through October to discuss current practices through future standards for sign language interpreters in the Superior, District, and Municipal Courts in Washington, based on requirements in current state law (see RCW 2.42 for more information: <http://apps.leg.wa.gov/Rcw/default.aspx?Cite=2.42>).

Our team will develop the following:

- Criteria and fields required to implement an up-to-date list of interpreters who are appropriate for use in court interpreting situations (RCW 2.42.130).
- Established standards for fees for services for sign language interpreters providing interpreter services for court (RCW 2.42.170).
- Proposal for the possible change of the definition for "Qualified Interpreter" in RCW 2.42.110.
- Findings from evidence-based research of other states' laws and practices regarding court interpreting.

Each of these items will enable ODHH to fulfill its requirements as outlined in RCW 2.42, and provide an accessible, understandable list of sign language interpreters to the Washington State Courts. This will aid those courts in providing appropriate interpreters for their deaf, deaf-blind, and hard of hearing clients who communicate in sign language.

This is a very exciting journey – and one that we are sure will benefit many of you! Stay connected with us as we try to ensure quality access to the Washington Courts.

The following vendors have contracts with DSHS to provide Sign Language Interpreting Services to DSHS clients and staff from July 1, 2009 - June 30, 2011

By Emily Hill

AGENCIES

All Hands Community Interpreting Services

Contract Number: 0948-67863
Email: allhandscis@centurytel.net
Telephone: 360-897-8300
360-897-8301
Fax: 360-897-8302
Mailing Address: PO Box 458
Orting, WA 98360

ASL Professionals

Contract Number: 0948-67856
Email: aslprofessionals@comcast.net
Telephone: 253-759-7653
253-222-5624
Fax: 360-872-8179
Mailing Address: PO Box 1359
Orting, WA 98360

CODAs Plus

Contract Number: 0948-37866
Email: codasplus@comcast.net
Telephone: 360-690-1113
Fax: 866-230-6256
Mailing Address: 800 NE Tenney Rd.
Suite 110 PMB 433
Vancouver, WA 98685

Columbia Language Services

Contract Number: 0948-67850
Email: officestaff@columbia-language.com
info@columbia-language.com
Telephone: 360-896-3881
888-202-3301
Fax: 360-896-4074
Mailing Address: 9303 NE Fourth Plain Rd.
Vancouver, WA 98662

Cross Cultural Communications, Inc.

Contract Number: 0948-67859
Email: ccc@crossculturalcom.us
Telephone: 253-447-2000
800-893-5258
Fax: 888-918-8524
Mailing Address: PO Box 2166 Sumner,
WA 98390

Eastern Washington Center of the Deaf and Hard of Hearing (EWCDHH)

Contract Number: 0948-67827
Email: Scheduling:nancy@ewcdhh.org
Director: char@ewcdhh.org
Telephone: 509-328-9220
Mailing Address: 1206 N. Howard
Spokane, WA 99201

HandDancer Interpreter Services

Contract Number: 0948-67861
Email: hnddnrc@aol.com
kbuckmo@aol.com
Telephone: 360-383-2293
360-739-1896
Fax: 360-383-2274
Mailing Address: 5320 Nielsen Ave.
Ferndale, WA 98248

Language Fusion

Contract Number: 0948-67785
Email: us@languagefusion.us
President: OlgaL@languagefusion.us
Telephone: 360-750-1112
888-750-1112
Fax: 877-750-1125
Mailing Address: 400 E Evergreen Blvd
Suite 203
Vancouver, WA 98660

Northwest Interpreters

Contract Number: 0948-67840
Email: asl@nwiservices.com
Telephone: 360-566-0492
Fax: 360-566-0453
Mailing Address: PO box 65024
Vancouver, WA 98665

Sign For Life ASL Interpreting Agency

Contract Number: 0948-67858
Email: mary@signforlife.com
Telephone: 360-241-5016
Fax: 408-331-1057
Mailing Address: 8718 NE 31st Court
Vancouver, WA 98665

FREELANCE INTERPRETERS

Signing Resources & Interpreters

Contract Number: 0948-67868
 Email: request@signingresources.com
 Telephone: 877-512-2246
 360-334-5301
 Fax: 877-512-2246
 Mailing Address: 8002 NE Highway 99
 B-705
 Vancouver, WA 98665

SignOn: A Sign Language Interpreting Resource

Contract Number: 0948-68534
 Email: terps@signonasl.com
 Owner/President: karenc@signonasl.com
 Telephone: 206-632-7100
 206-632-7200
 Fax: 206-632-0405
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South Eastern WA Service Center of the Deaf and Hard of Hearing (SEWSCDHH)

Contract Number: 0948-67818
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 Director: paula@sewscdhh.org
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 888-543-6598
 Mailing Address: 124 N 5th Ave
 Pasco, WA 99301

Universal Language Service

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 Telephone: 425-454-8072
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Office of the Deaf & Hard of Hearing

**Toll Free: 1 (800) 422-7930 V/TTY
(360) 902-8000 V/TTY**

Web site: <http://odhh.dshs.wa.gov>

Contact ODHH by VideoPhone (VP) at:

VP: 65.113.246.110

VP200: (360) 339-7382

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